

Technical Account Management Program

Quality Management Systems require high-priority resources and expertise to ensure the system functions at the same level of quality expected from the product a company delivers. The Sparta Systems' Technical Account Management program ensures all issues, both reactive and proactive, are dealt with at the utmost priority and diligence.

Trusted Advisor for Managing Operational Risk



The Technical Account Management program assists with escalation when urgent quality system issues occur; but ultimately through the relationship, it will prevent those system issues from happening. The Technical Account Manager (TAM) will work directly with administrators to ensure Sparta quality management systems are properly maintained.



Regular meetings are scheduled with the client to review and determine how best to support the environment and business objectives. This proactive support ensures issues can be addressed before they occur.



By becoming a trusted advisor to the system administrators, the TAM will provide real-time guidance that enables the business to avoid common pitfalls.

Collaboration and Communication

TAM will be an expert of the customer's environment:

- In-depth understanding of configuration and business workflow
- Upgrade planning assistance and early beta release access
- Availability during system maintenance periods (configuration migrations, integration products, etc.)

TAM will provide case support and insight:

- Priority status of reactive support issues for quicker response times
- Scheduled support case reviews
- Support reports and analysis designed to meet customer's specific needs

Consider the Technical Account Management Program if:

- The organization and staff will benefit from a go-to expert to assist with learning Sparta Systems' technology.
- All areas of the business need to streamline quality management systems to best leverage EQMS technologies.
- A single point of contact is required to advocate the company needs and identify opportunities for better utilization of Sparta Systems' technology.

TAM Levels of Service

TAM Service Benefits	Sparta Care	TAM Select	TAM Preferred	TAM Premiere
Customer Portal Access	x	Included with SpartaCare Maintenance		
Telephone Support (Business Hours)	x			
Email Support (Business Hours)	x			
Access to Major & Minor Releases	x			
Designated single point of contact with working knowledge of quality workflows		X	X	X
Proactive guidance & support with planning and troubleshooting		X	X	X
Streamlined escalations of support issues		X	X	X
Prioritization assistance with Sparta product enhancements		X	X	X
Scheduled reviews of active support cases (weekly, bi-weekly or monthly)		X	X	X
One on-site visit during TAM commitment ¹			X	X
Additional Supported Contacts ²			X	X
TAM assistance during Alpha/Beta Customer Engagement Program (CEP) testing			X	X
Attendance at TAM Customer Events			X	X
Support & guidance with TrackWise Administration best practices			X	X
Dedicated virtual server at Sparta for case replication			X	X
Direct 24/7 TAM availability for Severity 1 & 2 production system issues				X
Support for existing workflows and the configuration associated with the workflows				X
Expanded on-site support ³				X
Custom training for specific product modules ⁴				X
TAM availability for scheduled maintenance ⁵				X

¹ 12-Month agreements only; does not include travel expenses.

² Beyond the amount specified within Maintenance & Support Agreement. All Supported Contacts must have completed TrackWise Core Competency training provided by Sparta Academy.

³ 12-Month agreements only; does not include travel expenses or daily on-site rate for TAM.

⁴ At Sparta's discretion; not intended to replace current Sparta Academy course offerings.

⁵ Up to 10% of hours purchased may be utilized for weekend maintenance periods (must be pre-scheduled).

Sparta Systems, an industry pioneer and leading provider of enterprise quality management software (EQMS) solutions, enables businesses to safely and efficiently deliver their products to market. Its TrackWise® EQMS, a trusted standard among highly regulated industries, is used by quality, manufacturing and regulatory affairs professionals to manage compliance, reduce risk and improve safety across the global enterprise. Headquartered in New Jersey and with locations across Europe and Asia, Sparta Systems maintains an extensive install base in the pharmaceutical and biotechnology, medical device, electronics manufacturing and consumer products markets.

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